



THE COMMONWEALTH OF MASSACHUSETTS

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

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September 13, 2006

By Electronic and First Class Mail

John K. Habib, Esq.
Keegan Werlin LLP
265 Franklin Street
Boston, MA 02110

Re: Cambridge Electric Light Company, D.T.E. 06-17

Dear Mr. Habib:

Enclosed is the third set of information requests by the Department of Telecommunications and Energy ("Department") to Cambridge Electric Light Company regarding the above-captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., September 22, 2006.

If you have any questions please contact me at (617) 305-3624. Thank you for your prompt attention to this matter.

Sincerely,

/s/

John Keene,
Hearing Officer

Enc.

cc: Service List
Mary Cottrell, Secretary

THIRD SET OF INFORMATION REQUEST OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
CAMBRIDGE ELECTRIC LIGHT COMPANY

Pursuant to 220 C.M.R. 1.06(6)®, the Department of Telecommunications and Energy (“Department”) hereby submits to Cambridge Electric Light Company (“Cambridge” or “Company”) the following information request(s) with respect to the March 1, 2006 Service Quality (“SQ”) Report, D.T.E. 06-17.

Requests

- DTE 3-1 Refer to the attached (electronic copy only) EXCEL file (CEL sumry w 2005 data ver 2.xls), worksheet labeled “data”. Please respond to questions reflected in columns U, W, Y, Z, AB, AD, BI, CD, CI, CO, CT, DA , DU, EY, FB, FD, FF, FH, FJ, and FV Upon completion please return an updated electronic EXCEL spreadsheet (formulas included).
- DTE 3-2 In the current Annual Service Quality Plan Performance Report, Section 2.II.A.1 the Company states: “... The deadband for this measure for each NSTAR Electric and NSTAR Gas company will be calculated by determining the standard deviation associated with the Company’s 5-year historical performance for this measure and applying it to the benchmark of 80 percent of calls answered within 30 seconds.” Please identify if the “5 year historical performance” was reflected in the DTE 05-85 Settlement, and provide appropriate cite(s). If not, explain the company’s rational for selecting this period.
- DTE 3-3 On Schedule 1, page 1 of 2, the Company identified that 2005 performance observation for “% Calls Answered” was 79.14. Footnote 2 on that page states this statistic is based on “calls handled within 30 seconds, includes abandoned calls.” On Schedule 1, page 2 of 2, the Company provides the 1997 through 2004 yearly statistics for this measure. Footnote 2 on this page again identifies that these statistics are based on “calls handled within 30 seconds, includes abandoned calls.” Please confirm that each footnote is accurate. If the footnote is not accurate then identify for each year (1997 through 2005) what these individual yearly statistics for this measure would be if based on calls handled within 30 seconds, including abandoned calls.
- DTE 3-4 Please provide an updated Appendix 12 with 10 years of Percent Calls Answered, where the statistics reflect calls handled within 30 seconds, including abandoned calls.

DTE 3-5 In prior annual fillings these numbers the numbers for the Telephone Answering Factor for 2005 listed on Form B, Appendix 12 and in Section 2. II.A.1 were the same value. However, in the Company's Annual Service Quality Plan performance report dated April 28, 2006 , these numbers are different (please note that in Appendix 12 the data for years 2004 and 2005 are also the same). Please explain this discrepancy.

September 13, 2006